Amendments to the Specification:

Paragraph beginning on page 13, line 16:

The call center site 90 includes a number of agent stations 98, each of which may include a teleset 100 via which a human agent may respond to transaction requests received via any of the media servers and a collection of agent desktop applications 102 for facilitating transaction processing over, for example, the Internet utilizing e-mail or the World Wide Web (WWW). For example, the agent desktop applications 102 may include an e-mail client, a browser client, a web collaboration client and a video conferencing client. These agent desktop applications may be highly integrated, or may be stand-alone applications. Alternatively, each agent station 98 may comprise a software agent, which is able to respond to transaction requests, and process a transaction to completion, in an automated fashion. In one embodiment, the above described transaction request is associated with a transaction event and a transaction task, the transaction task responsive to the transaction request.

Paragraph beginning on page 14, lines 13:

Figures 5A and **5B** are block diagrams illustrating a workflow execution system 120, according to an exemplary embodiment of the present invention, that may be employed within any one of the workflow server engines or workflow routers described above. The workflow execution system 120 includes a workflow execution server 122 and a database server 124. The execution server 122 includes a number of event subsystems 126 (also termed "event providers") that generate tasks for a task queue 128 responsive to external transaction occurrences that are communicated to the event subsystem 126 as messages from appropriate clients. Such tasks may be any tasks required for the facilitating of a transaction and for fulfilling system requirements within a transaction processing system. While such tasks are described below in the context of routing tasks (for routing a transaction to an agent), the tasks could include data storage and retrieval tasks that store and retrieve data pertinent to the transaction. For example, in one embodiment the task may include a transaction information task to either store or retrieve information pertinent to a transaction. The tasks may also include tasks that facilitate interaction with agents, such as "screen pop" generation. Tasks may also include reporting, maintenance or system administration tasks. Transaction occurrences may include, for example, the receipt of a transaction request (e.g., an e-mail or telephone call), the termination of a transaction by a source (e.g., a client hangs

up prior to a queued telephone call being serviced), or a system failure or shutdown for some other reason. As shown in **Figure 5B**, each event subsystem 126 calls a re-entrant task dispatcher 200 that is responsible for creating a task object, or set of task objects that may be executed. The tasks are created responsive to reception of an event generated by the relevant subsystem. Specifically, if an event invokes a workflow, a task dispatcher 200 creates a task object that dispatches to, and queued within, the task queue 128 for later execution. To generate such task objects, a called task dispatcher 200 accesses workflow definitions 208, event definitions 210 and event-workflow binding information 214 stored within the database server 124. A pool of worker threads 202 executes tasks stored within the task queue 128. Task priority logic 230 may determine the priority of a task within the task queue 128 utilizing workflow priority information 216 and/or event priority information 217, both of which are stored within the database server 124. A database server interface 220 facilitates access by task dispatchers 200, the task queue 128 and the task priority logic 230 to information stored in the database server 124. Task execution by the pool of worker threads 202 furthermore generates messages to a reporting service 222.